

Product Number: 2321.04.09

DESKTOP SHARED EQUIPMENT

(aka Shared File And Print Server Environment)

Effective Date: July 01, 2008
Revision Date: April 18, 2008
Version: 001
Product Manager: Linda Schiele
Phone: 801-538-3538
E-mail: lschiele@utah.gov

The Department of Technology Services (DTS) owns and operates a shared and secure Shared File and Print Server environment in the State's Salt Lake Data Center and the Ogden and Provo Regional Centers.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Fully Managed File/Print Environment	<ul style="list-style-type: none"> Administration of customer-owned network printers Installation and administration of server operating system; i.e. system patches and upgrades Server hardware upgrades and enhancements Server/System monitoring Server Virus detection File system maintenance System troubleshooting/issue resolution Backup administration
Disk Storage Space	<ul style="list-style-type: none"> Configuration of open system disk storage space purchased by the customer through DTS (SLC); or Configuration and allocation of disk space which is internal to the cluster server environment (Ogden and Provo)
Backups (See Backups under Features Not Included)	Administration and configuration of backups. Backups are customizable and performed according to instructions from the customer. The customer determines what data to backup and how many versions to retain.
24x7 Monitored Support	<ul style="list-style-type: none"> Trained on-site professional support during business hours On-call support for resolution of critical issues/incidents after business hours

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Storage Space Allocation	Storage space, which is required in this environment, is obtained from DTS through the Open System Storage product. This storage is billed to the customer at the current published rate. The customer determines the amount of disk storage required (SL Data Center).
Backups	Backup costs are determined by the amount of data stored and billed to the customer at the current published rate. The customer determines what data to backup and how many copies and versions to maintain.
Storage Services	See product description for Open System Storage services.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Shared File and Print Server Environment	As described above	\$20/user/month if 28 users or more
	As described above	\$275 per month if 27 users or less
	Server Hosting (Covers cost of hardware replacement)	\$275 per month for all participating entities

ORDERING AND PROVISIONING

To purchase the Shared File and Print Services product, the agency should contact their DTS [Customer Relationship Manager](#) (CRM). The CRM will arrange for a needs assessment meeting between the customer agency and DTS. Following a discussion of agency needs, the customer will provide the required software to DTS, information required for billing, and any special instructions. DTS will set up the agency's File/Print environment. Service will begin on the agreed date.

DTS RESPONSIBILITIES

- Follow the DTS Change Management Process
- Provide all administration duties for the Managed File/Print Server environment
- Purchase and maintain server equipment
- Back up customer data as prescribed by customer

Manage and coordinate incident resolution

Analyze service outages to determine root causes. Indicate future preventative measures

AGENCY RESPONSIBILITIES

Follow the DTS Change Management Process

All software licensing costs associated with agency applications residing on the File/Print Server

Costs associated with upgrades to customer-owned applications

Proof of licensure for agency applications

Provide physical copies of applications to be installed, if required

Pay for all per-user Novell NetWare/Zenworks/GroupWise client licenses, including maintenance

Pay for allocated disk storage

Pay for enterprise backup services

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied